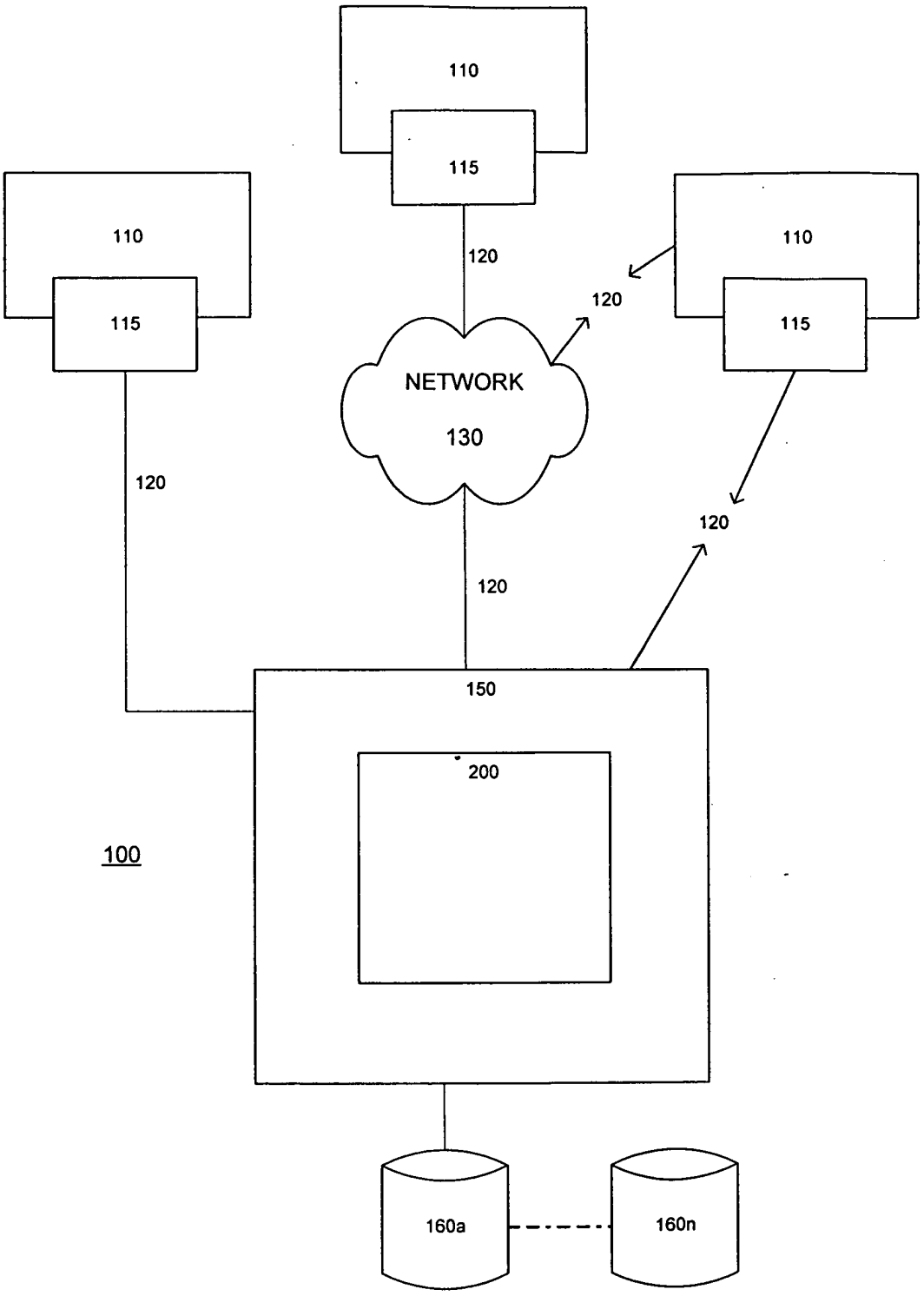
110
115
110
115
110
115
120
120
120
120
120
NETWORK
130
150
200
100
160a
160n

FIG. 1

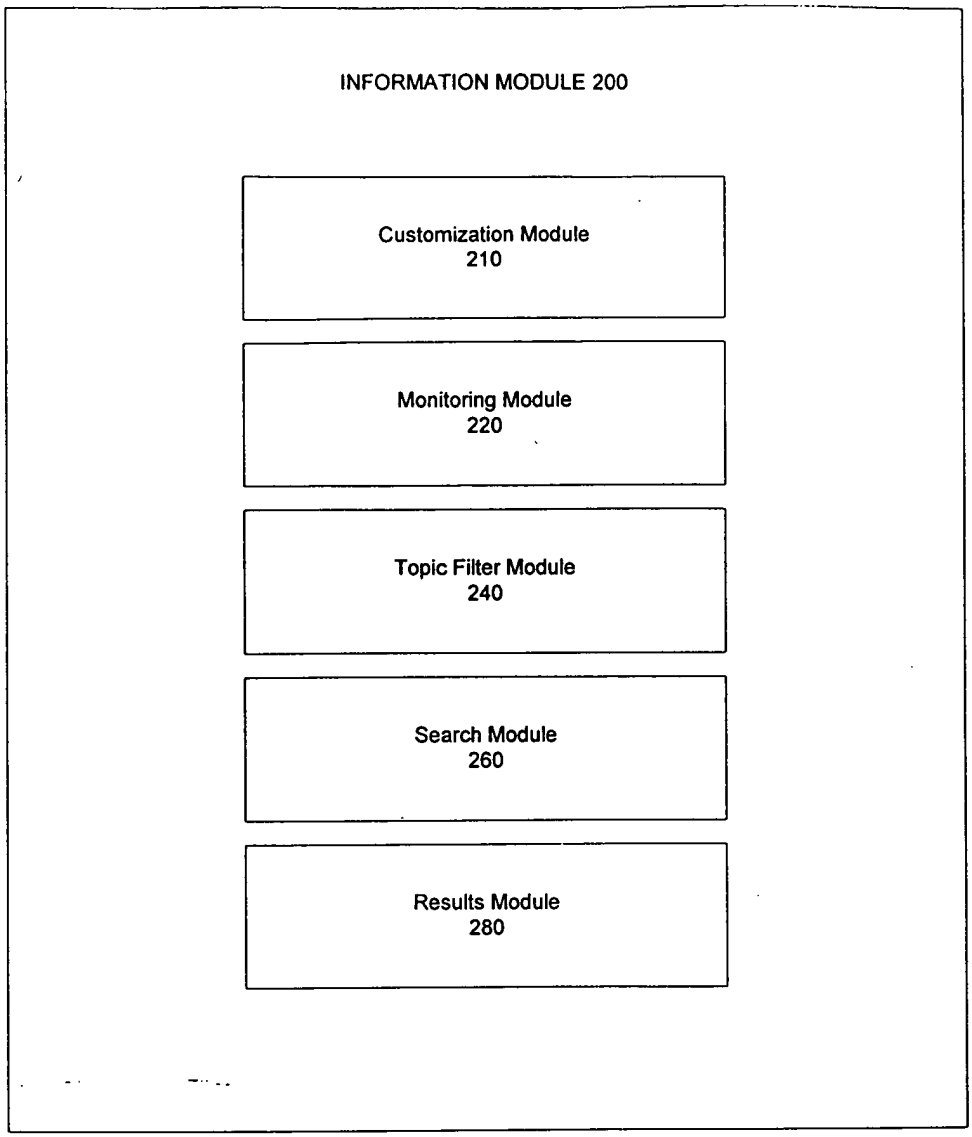
INFORMATION MODULE 200
Customization Module
210
Monitoring Module
220
Topic Filter Module
240
Search Module
260
Results Module
280

FIG. 2

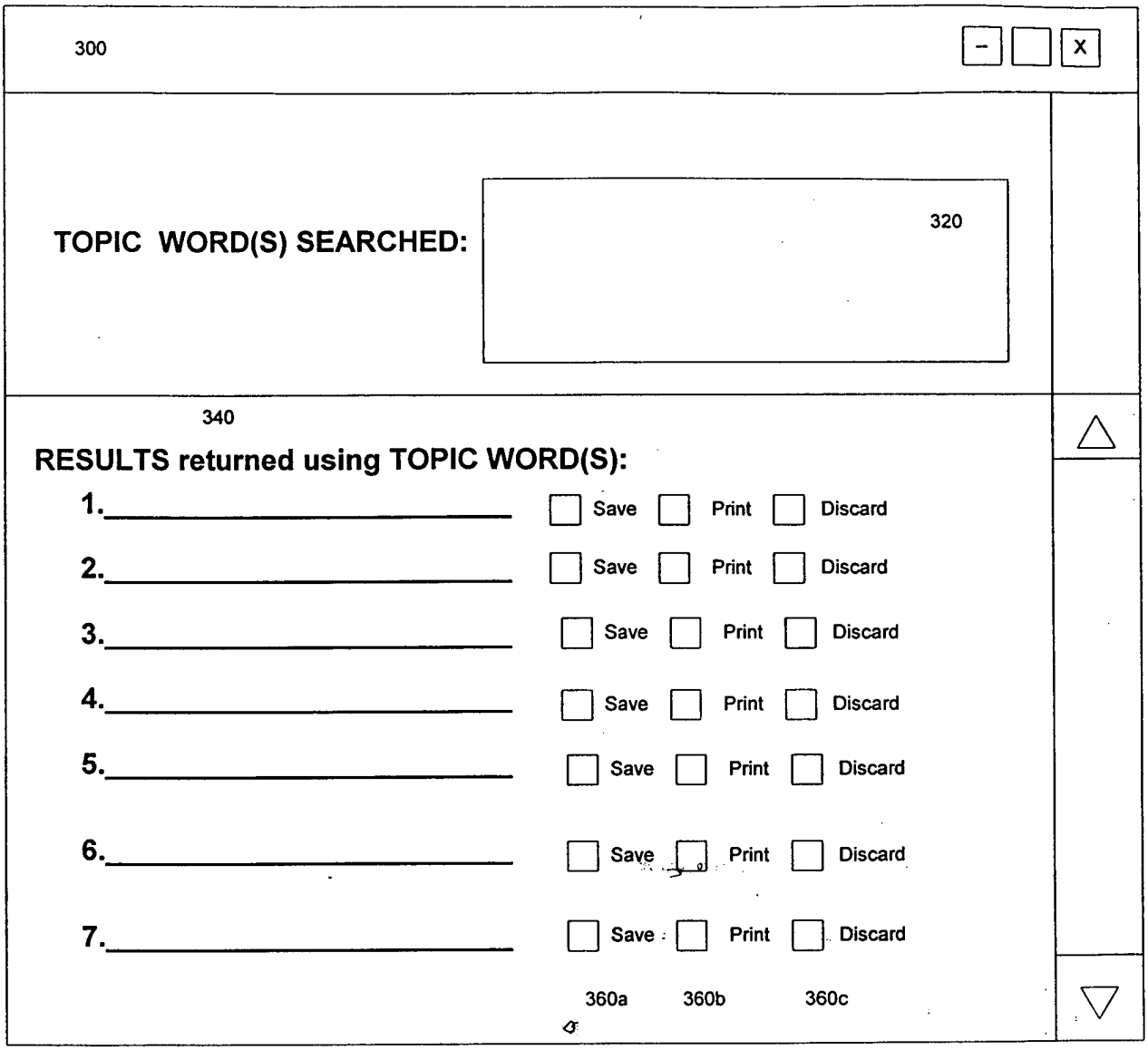
300
TOPIC WORD(S) SEARCHED:
320
340
RESULTS returned using TOPIC WORD(S):
1.
2.
3.
4.
5.
6.
7.
Save
Print
Discard
360a
360b
360c

FIG. 3

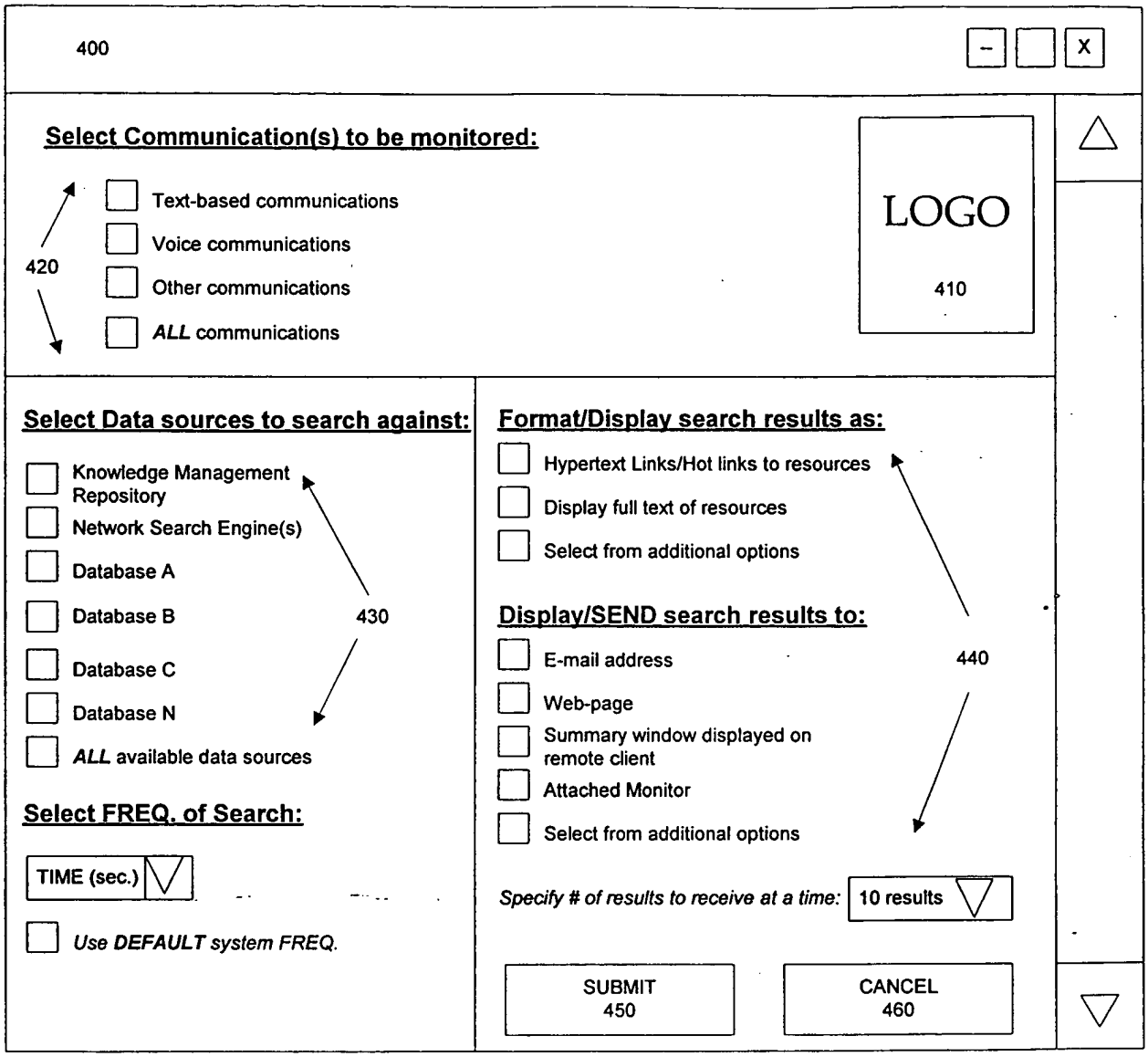
400
Select Communication(s) to be monitored:
Text-based communications
Voice communications
Other communications
ALL communications
420
LOGO
410
Select Data sources to search against:
Knowledge Management Repository
Network Search Engine(s)
Database A
Database B
Database C
Database N
ALL available data sources
430
Select FREQ. of Search:
TIME (sec.)
Use DEFAULT system FREQ.
Format/Display search results as:
Hypertext Links/Hot links to resources
Display full text of resources
Select from additional options
Display/SEND search results to:
E-mail address
Web-page
Summary window displayed on remote client
Attached Monitor
Select from additional options
440
Specify # of results to receive at a time:
10 results
SUBMIT
450
CANCEL
460

FIG. 4

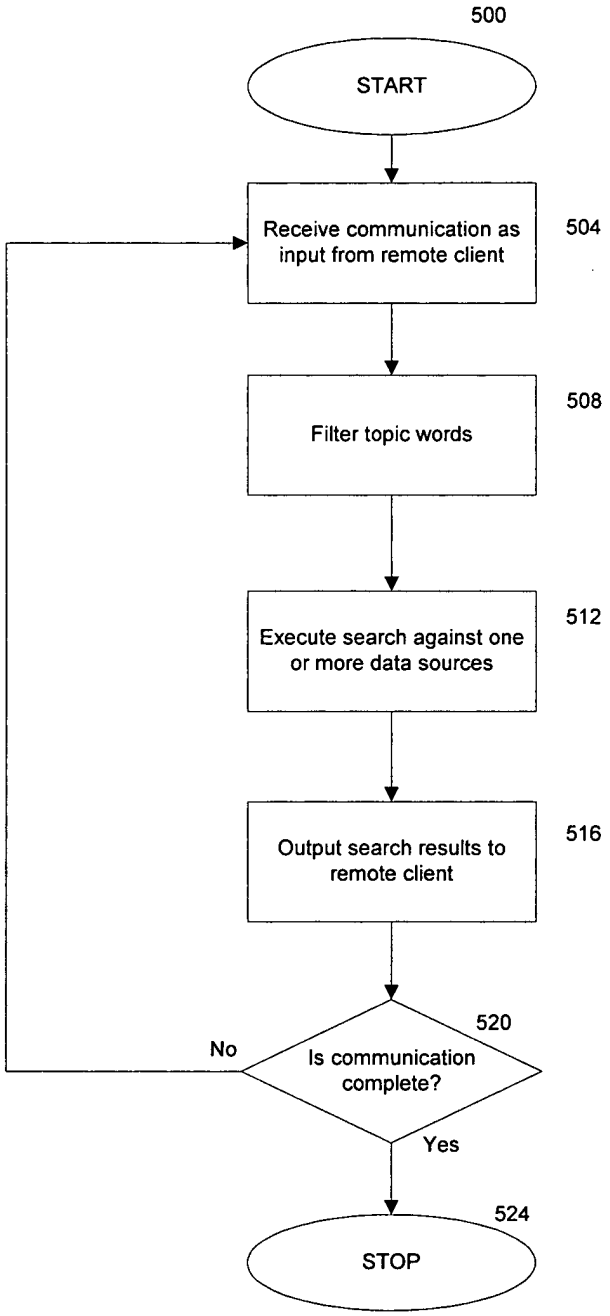
500
START
Receive communication as input from remote client
504
Filter topic words
508
Execute search against one or more data sources
512
Output search results to remote client
516
520
Is communication complete?
No
Yes
524
STOP

FIG. 5